

Datasheet

LogMeIn Resolve AI

Take control of your fleet with advanced, AI-assisted IT



Stay ahead with practical AI solutions that deliver real results, every day. LogMeIn Resolve combines cutting-edge technology with practical tools to help you tackle issues faster, automate time-consuming tasks, and maintain effortless control. Simplify your workflows, enhance productivity, and give your IT team the tools they need to work smarter, not harder.



Efficiency

- Automate repetitive tasks, reducing workload for IT teams.
- Simplify troubleshooting with actionable AI-driven insights.



Productivity

- Boost resolution speed with advanced diagnostics and guided workflows.
- Improve decision-making with intuitive insights and analytics-driven tips.



Scalability

- Maintain operational excellence with AI-assisted tools designed for organizations of all sizes.
- Enhance end-user independence through self-service support capabilities, powered by AI.



Control

- Centralize IT management with reliable features that simplify complex tasks.
- Empower IT teams to work faster, prioritize key tasks, and achieve impactful results.

Key Features

1

GoPilot Chat Assistant

- Embedded AI assistant for real-time support guidance and device diagnostics.
- Conduct live diagnostics and task execution on individual devices or across fleets.
- Leverage company-specific knowledge for solutions tailored to your IT environment.

2

Enhanced Helpdesk

- Generate AI-powered ticket summaries and automated responses
- Tickets submitted via email are automatically completed with missing information using AI.
- Related knowledge base articles are automatically detected and linked for faster resolutions.

3

Scripting Assistance

- Generate custom scripts using natural language commands.
- Review scripts for potential security vulnerabilities before deployment.
- Save standardized scripts for consistent, reliable task execution.

4

Remote Sessions

- Generate chaptered session notes for detailed documentation.
- Summarize session actions to ensure clarity and improved reporting.
- Diagnose issues visually with live screen analysis and in-session commands.

5

Knowledge Base

- Enhance troubleshooting efficiency with a centralized, AI-powered knowledge hub.
- Simplify article creation with AI-generated summaries and labels.
- Generate curated content for agents and endusers alike

6

Virtual Technician

- Automate routine tasks with natural language prompts and step-by-step execution plans.
- Convert knowledge articles into reusable workflows for consistent troubleshooting.
- Generate AI-powered workflows during support sessions and as part of routine maintenance for seamless resolutions.

7

End-User AI Tools

- Enable users to interact conversationally via GoPilot Helpdesk for issue submissions.
- Provide troubleshooting tips automatically while waiting for live support.
- Offer a user-friendly, AI-curated knowledge base for swift problem-solving.

8

Dynamic Insights

- Generate custom reports using natural language queries.
- Duplicate and refine existing widgets to surface the data you need.

Embrace the future of IT support for smart, AI-assisted solutions.
Get started with LogMeIn Resolve today for free!

[Learn more](#)